



*Office of Governor*  
**TINA KOTEK**

# Behavioral Health Talent Council

*Licensing and Credentialing*

---



*Office of Governor*  
**TINA KOTEK**

# Action Plan: Entry-Level Behavioral Health Positions

- **Purpose:** Increase access to entry-level, non-licensed direct service worker positions, increase the mobility of those positions, and foster a sense of professional identity for entry-level behavioral health workers.
- **Focus Area:**
  - Tiered Pathways Into the Field
  - Career Mobility
  - Team-Based Treatment Models
  - Eliminating Administrative Burdens
- **Lead Agencies:**
  - OHA, MHACBO

# Action Plan: Entry-Level Behavioral Health Positions



Office of Governor  
**TINA KOTEK**

## Key Strategies and Actions

Strategy	Action
Support non-licensed, entry-level behavioral health workers with a pathway into the field that bolsters mobility and encourages professional identity	Creation of an optional entry-level direct service worker credential, based on currently required trainings for entry-level behavioral health positions, to provide early entry into the field (particularly for those coming out of high school CTE programs) and allow people who have undergone those trainings to move between positions without re-training
Encourage and support team-based treatment models that foster a sense of workplace community and allow licensed workers to operate at the top of their licenses by making it feasible for more providers to hire and retain necessary support staff.	Review existing billing structures for behavioral health services and determine what options exist to modify those structures to allow providers to hire entry-level and support staff.

# Action Plan: Entry-Level Behavioral Health Positions



Office of Governor  
**TINA KOTEK**

## Key Outcomes and Goals

Outcomes	Goals
Improve accessibility to the field for young/new workers	Increase the number of people coming directly from CTE programs or otherwise without college degrees entering direct service worker positions.
Increase sense of professional identity/investment in the behavioral health field for non-licensed workers	Increase the number of entry-level workers who remain in the field and/or seek additional education/licensing in the field
Support team-based treatment models through flexible billing structures	More providers able to implement team-based treatment models and integrate the needed non-licensed personnel into their workforce when appropriate

# Action Plan: Entry-Level Behavioral Health Positions



Office of Governor  
**TINA KOTEK**

## Implementation Considerations

- **Barriers**

- Avoiding adding unnecessary complexity
  - New credential will be optional, and should serve to reduce admin burden by eliminating duplicative training requirements, not increase it.
- Limitations of funding models and Medicaid laws

- **Timeline**

- 6 to 12 months to plan and work with stakeholders to explore options, implementation ASAP thereafter
- Monitoring and feedback will be needed to ensure efficacy

# Action Plan: Communicating Pathways and Requirements



*Office of Governor*  
**TINA KOTEK**

- **Purpose:** Increase access to information regarding behavioral health careers, including educational and licensing requirements, professional development opportunities, and open positions.
- **Focus Area:**
  - Create an accessible, understandable Behavioral Health Career Crosswalk
  - Launch a centralized Behavioral Health Resource Hub
  - Implement real-time chat-based customer support in licensing agencies that do not already have those as a resource
- **Lead Agencies:**
  - OHA, HECC, Licensing Boards

# Action Plan: Communicating Pathways and Requirements



Office of Governor  
**TINA KOTEK**

## Key Strategies and Actions

Strategy	Action
Develop and publish behavioral health career crosswalk	Public-facing, easily understandable crosswalk of behavioral health positions and pathways through behavioral health careers
Establish resource hub	Centralized website that lists each behavioral health position in Oregon, scope of practice/day-in-the-life description, educational requirements and opportunities, licensure requirements, professional development opportunities, and job postings
Provide real-time assistance in navigating behavioral health careers	Real-time, chat-based customer support at licensing agencies for behavioral health workers



# Action Plan: Communicating Pathways and Requirements



Office of Governor  
**TINA KOTEK**

## Key Outcomes and Goals

Outcomes	Goals
Common understanding	Agreement across systems and stakeholders as to what the pathways through the behavioral health workforce are and where they can be improved
Transparency	Clear, accessible information on opportunities in the behavioral health workforce and requirements for different positions
Clarity and Efficiency	Improve the number of people who successfully attain and maintain licensure by giving them the support they need to overcome roadblocks



# Action Plan: Communicating Pathways and Requirements



Office of Governor  
**TINA KOTEK**

## Equity Opportunities

Inclusive Design	Co-created resources with culturally specific organizations and community voices
Multilingual Access	Materials translated into top non-English languages in Oregon
Collaboration	Linking new resources with existing culturally and geographically specific resources to bolster ongoing work in those communities.
Workforce Accessibility	Provide a deeper level of culturally-informed customer service to help people navigate systems that were not built for them

# Action Plan: Communicating Pathways and Requirements



*Office of Governor*  
**TINA KOTEK**

## Implementation Considerations

### • Barriers

- Funding and staffing limitations
- Data system misalignment
- Underrepresentation in design and review process
- Digital access gaps in rural/low-bandwidth areas
- Connecting new resources with the people who need them

### • Timeline

- 3 to 9 months for most deliverables
- Ongoing evaluation and updates